

Product Number: 2867.01.09

## HOSTING – WEB SHARED

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*Hosting - Web Shared* is a shared hosting environment for web sites with content that does not change often and is not tied to a database. The environment is built on the Linux operating system and uses the Apache Web Server for web services. The Division of Enterprise Technology Services (DET) maintains all server hardware and system software on behalf of all hosted customers.

Customers may create and maintain their own site content or contract with DET or an outside vendor for site development. DET provides access to each customer's shared hosting account via Samba or users may publish files from a variety of HTML editors.

### PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Disk Space	5 GB of disk space is included. Before the maximum disk allocation is reached, the customer will receive an e-mail warning that disk space must be freed up or <a href="#">additional disk space</a> ordered within 7 days. If space is not freed up and the limit is reached, the application will fail.
Memory Resources	128MB of memory is allocated to each instance.
Authentication and Authorization	Authentication and authorization support is handled by SiteMinder, AppProfile, and UMD. The application owner is responsible for granting and maintaining access to authorized users.
Secure Site Access	Samba is used to access your home and log directories for Apache.
Web Server Analysis	Webalizer is available for site analysis by accessing the site: <a href="http://domain.utah.gov/stats">http://domain.utah.gov/stats</a> . More in-depth analysis is available for an additional fee.
Scripting	CGI and PERL are enabled by default and your scripts can be placed in the CGI-bin folder. CRON scripting is also supported. For technical assistance, submit requests via the DET <a href="#">Help Desk</a> .
Log Viewer	You can view logs of account activity using Logpanel by accessing the site: <a href="http://domain.utah.gov/logpanel">http://domain.utah.gov/logpanel</a> .
24/7 Environment Support	Systems are monitored and supported 24x7. Problems can be reported by contacting the DET <a href="#">Help Desk</a> . Application support is the responsibility of the

	customer.
Firewall	A hardware firewall is installed between the State intranet and the Internet.
DNS Services	DNS services are provided without cost by DTS at <a href="http://registrar.utah.gov">http://registrar.utah.gov</a> .
Backup	Incremental backups are performed each night.
Environment Patching	The Linux OS and Apache web server will be maintained and patched by DET System Administrators.
Linux Printing	Printing is supported using CUPS-LPD (Common UNIX Printing System - Linux Printer Daemon). This allows printing to any remote printer supported by common Unix printing service. Submit requests via the DET <a href="#">Help Desk</a> .
Assistance and Troubleshooting	Assistance for website troubleshooting is available at the DTS Consulting Charge rate (see below).

### FEATURES NOT INCLUDED

FEATURE	EXPLANATION
MS FrontPage Extensions	FrontPage Extensions are not supported.
Website Troubleshooting	Troubleshooting is not included within this product's rate. Website consulting is available as an additional service (see Optional Services below).
PHP MySQL Administration	PHP and MySQL are not supported in this environment.

### RATES AND BILLING

FEATURE	DESCRIPTION	FY09 BASE RATE
Monthly Charges	Hosting Services Custom SSL Certificate (optional) Additional Data Storage (above 5GB)	\$30.00/website \$10.00/cert \$.00052/MB
One-time Charges	Setup	No Charge
Optional Services	DTS Consulting Charge (as needed)	\$75.00/hour

### ORDERING AND PROVISIONING

An order form is available on the [dts.utah.gov](http://dts.utah.gov) web site. Select **Services**, then **Product Categories**, then **Hosting Services**, and finally, **Hosting – Web Shared**. Click the **Order** button. If you need further help, please contact your [Customer Relationship Manager](#).

### DTS/DET RESPONSIBILITIES

Provide the secure physical facility and all environmental controls for the server and disk array.

Install and maintain the server hardware.

Install and maintain the operating system.

Install and maintain the web server.

Provide software and hardware patches and upgrades as necessary.

Coordinate scheduled downtime with customers through the DET Change Management process.

Backup the system, source code, and data directories nightly.

### DTS/AGENCY RESPONSIBILITIES

Develop and support all web software and content used for the customer's website.

Follow the standards and procedures required by DET to ensure a secure and stable operating environment for all users on the server:  
<http://dts.utah.gov/main/egovernment/docs/StateofUtahWebStandards05.17.07AD.pdf>.

Provide customer support services to the users of the website.

Enter a DET [Help Desk](#) trouble ticket if a problem with the website is encountered.

### GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at [dts.utah.gov](http://dts.utah.gov). Published "Business Hours" for the DTS Service are 7:00 AM-6:00 PM, Monday-Thursday. Hours of support/on-call coverage varies by agency/division/region and product.

#### Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low priority – 1 Business hour	75%	Low priority - 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority - 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority - 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority - 3 Clock hours	100%

#### Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

Periodic reports will be created showing the level of satisfaction with resolution of incidents by specific support groups and the level of satisfaction of users by agency.

**Customer Satisfaction Targets**

<b>Metric Description</b>	<b>Target</b>
Average level of satisfaction with resolution efforts	≥ 4.2 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied